

### ABSTRACT OF THE DISCLOSURE

A queue server is established in a packet telephony environment, wherein the queue server is defined as a callable entity, separate from the

5 H.323 workstation for which it is being used. The queue may be used with any piece of H.323 software without modification to the software. All that need be done is the configuration that is typically accomplished when H.323 software is installed on the workstation. For example, the queue may be identified as a callable entity to receive call forwarding from the busy device

10 or endpoint. The H.323 software of the endpoint needs to be able to handle only one call at a time, thereby reducing memory requirements for the equipment.

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